



Frequently Asked Questions

Incentive Questions

- 1) When will I get the \$100 pre-tax incentive payment?
The anticipated date for payment of the incentive is the last paycheck/pay advice in August. For those who are paid from the PHRST system, it will be August 29th, 2008.
- 2) How can I be sure that I have met all the requirements to receive the \$100 pre-tax incentive?
You may contact StayWell directly at 1-800-926-5455 and they can verify if you have or have not completed both components of the program.
- 3) Why are Casual/Seasonal employees excluded from the \$100 pre-tax incentive program?
The incentive payment will be paid from the Group Health Insurance Fund. This fund pays for the claims and programs for participants in the Group Health Insurance Program and their family members.
- 4) Why are retirees over 65 excluded from the program?
In most cases, those over 65 are Medicare beneficiaries whereby our insurance program is secondary.
- 5) Why are State of Delaware employees not enrolled under the state's group health plan excluded from this program?
The incentive payment will be paid from the Group Health Insurance Fund. This fund pays for the claims and programs for participants in the Group Health Insurance Program and their family members.
- 6) Why are my spouse and dependents excluded from the incentive if they are included on my State of Delaware benefits?
Funding for incentives was limited and therefore only provided to active state employees who encompassed approximately 40,000 individuals.



Biometric Screenings

- 7) Can I get my Biometric Screening done on state time or do I have to use vacation or sick leave?
This is dependent upon your agency. Contact your Human Resources Office.
- 8) Where can I find the results of my Biometric Screening?
Upon completion of your screening, the results are uploaded into your online Health Risk Assessment. It may take a few days for the information to be loaded.
- 9) How long does the Biometric Screening take and what exactly is involved?
The screening takes approximately 15-20 minutes and consists of height, weight, blood pressure, total cholesterol, blood glucose, and a five minute counseling session with a health educator to review your results.

Weight Watchers

- 10) If I sign in for the Weight Watchers meeting, get weighed and leave, does that count towards my attendance for that meeting?
No – you must attend the meeting to have it count toward your participation in the Weight Watchers program.
- 11) When I heard the state was offering Weight Watchers, I joined on my own. How do I take advantage of the savings through the State of Delaware?
If you are enrolled in the Monthly Pass offering, you do not have to do anything until you are ready to submit for reimbursement, then follow the guidelines on the Weight Watchers section of the DelaWELL web site at: www.delawell.delaware.gov. If you are enrolled in any other Weight Watchers Offering, you should contact Weight Watchers at 1-866-237-2012 to sign up for a program offered for the State of Delaware employees.
- 12) Will I still be reimbursed for the Weight Watchers meetings I have attended on my own prior to joining under the State of Delaware plan?
You will only be reimbursed if you were enrolled in the Monthly Pass offering.
- 13) How long does it take to receive my Weight Watchers reimbursement?
The health care vendors usual turnaround for claim payment is no longer than 30 calendar days.



14) Why are retirees over the age of 65 excluded from benefiting from the Weight Watchers savings and reimbursement?

In most cases, those over 65 are Medicare beneficiaries whereby our insurance program is secondary.

15) Will I be reimbursed for the Weight Watchers monthly pass as well?

Yes – the Monthly Pass offering is identified as one of the programs to select from on the Reimbursement form (located on the Weight Watchers section of the DelaWELL web site at www.delawell.delaware.gov)

Health Risk Assessments

16) I am still unable to login to the system and the deadline for the program is 5/30/08. What happens if, to no fault of my own, I am unable to login to the system and the deadline has passed?

The Statewide Wellness Office is working closely with these individuals and will handle each case individually. If you have questions, please contact the Statewide Wellness Office at 1-800-556-6106 or at Employee.Wellness@state.de.us.